



# INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023

## COURTS IN APACHE COUNTY



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# COURTS IN APACHE COUNTY

## INTRODUCTION

This is a three year information technology strategic plan for the courts in Apache County covering the period from January 2019 through June 2023. It was created as an update to the FY19-FY21 plan submitted in March 2018.

All courts in Apache County support *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs.

The courts in Apache are composed of the following:

<b>Superior Court in Apache County</b>
<b>Chinle Justice Court</b>
<b>Puerco Justice Court</b>
<b>Round Valley Justice Court</b>
<b>Saint Johns Justice Court</b>
<b>Eagar Magistrate Court</b>
<b>Saint Johns Magistrate Court</b>
<b>Springerville Magistrate Court</b>

The Superior Court in Apache County provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
  - Court Automation Coordinating Committee,
  - Probation Automation Coordination Committee, and
  - The Technical Advisory Council,
- The General Jurisdiction (GJ) Case Management System (CMS) Steering Committee and Users' Group
- The Arizona Court Automation Project (ACAP) Users' Group,
- The Juvenile On-Line Tracking System (JOLTS) Users' Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups.

## A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for Apache County Courts.

Representatives from various Apache County Courts and Departments contributed information to this plan. Participants included:

<b>Hon. Michael Latham</b>	Presiding Judge, Superior Court in Apache County
<b>Troy Czarnyszka</b>	Court Administrator, Superior Court in Apache County
<b>Annell Hounshell</b>	Clerk of Superior Court in Apache County
<b>Delana Waite</b>	Chief Deputy Clerk of Court in Apache County
<b>Paul Hancock</b>	Chief Probation Officer
<b>Ada Guinn</b>	Administrative Coordinator, Probation Services
<b>Hon. Victor Clyde</b>	Judge, Chinle Justice Court
<b>Hon. Butch Gunnels</b>	Judge, St. Johns Justice Court, Eagar & St. Johns Magistrate Courts
<b>Hon. Marsha Gregory</b>	Judge, Round Valley Justice Court, & Springerville Magistrate Court
<b>Hon. Jay Yellowhorse</b>	Judge, Puerco Justice Court
<b>Ben Dugdale</b>	Director of Information Technology

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

## B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follow:

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	<b><u>PROMOTING ACCESS TO JUSTICE</u></b>	
All Courts in Apache County	Ensure access for all non-English speaking court users and expand interpreter resources.	Work with other agencies to establish a means of providing language interpreter services via video-conferencing and/or other means.
All Courts in Apache County Clerk of Court	Increase electronic communication with justice partners and other agencies.	Work with justice partners to identify and expand opportunities for electronic data transfer.
Probation	Increase effective interaction with probation clients.	Not an IT initiative
Probation	Transport probation clients, when necessary	Not an IT initiative
Superior Court Clerk of the Court	Evaluate need for additional division.	Not an IT initiative
Clerk of the Court	Continue data clean-up to ensure quality of AJACS data and resulting statistical reports.	Train staff in SSRS report writing and involve more staff in the usage of reports to streamline data clean-up.
All Courts in Apache County	Acquire mobile unit to provide access to court in outlying areas.	Hotspot, VPN, additional computers
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Court	Continue LJ Court data clean-up in preparation for AJACS roll-out.	Work with AOC to streamline data clean-up, where possible.



Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
St. Johns Justice Court St. Johns Magistrate Court		
	<b><u>ENHANCING PROFESSIONALISM WITHIN ARIZONA'S COURTS</u></b>	
All Courts in Apache County	Establish judicial branch mission, vision, values and goals statements.	Not an IT initiative
All Courts in Apache County Clerk of Court	Meet growing work product demands with reduced staff and reduced funding.	Identify alternate funding sources, additional automation processes and possible workflow and business process changes.
All Courts in Apache County Clerk of Court	Continue to update Continuity of Operations Plan, as needed.	Ensure that the necessary technical resources are available to maintain critical operations.
All Courts in Apache County Clerk of Court	Create/update Emergency Operations Plan separate from the COOP.	Ensure that the necessary technical resources are available to maintain critical operations.
Superior Court Clerk of the Court	Continue to prepare & update work process manuals for all positions.	Ensure support for DocuWiki on local server.
Superior Court Clerk of the Court	Improve court statistical reporting to aid in effective case management.	Participate in Caseflow Manager workgroup; Utilize AOC and other resources to train staff in SSRS report writing, both query and ad hoc; continue with data clean-up to ensure accuracy of reports.
Clerk of the Court	Expand electronic workflows within the Clerk of the Court's Office to efficiently distribute documents electronically.	Not an IT initiative
Clerk of the Court	Improve and expand the availability of court records to the public, court officers, and court partners.	Expand C2C to include exhibits. Continue to back scan case files to OnBase.
Clerk of the Court	Continue increase collections.	Implement internet payment options; Work with AOC to expand participation in FARE and TIPS for non-criminal case types.

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Court St. Johns Justice Court St. Johns Magistrate Court	Address challenges to utilize electronic records and case management	Increase network speed.
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Court	Improve case file management and document storage needs.	Expand electronic document management system (EDMS) to limited jurisdiction courts not already participating.
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Ct.	Streamline in-custody initial appearances.	Work with County IT staff to ensure bandwidth availability.
Clerk of the Court	Review stored exhibits and evaluate for return/destruction	No IT initiative
Clerk of the Court	Purge electronic records according to retention	Work with staff and vendor to create and implement a procedure to purge electronic records according to retention
Clerk of Court	Upgrade the Jury Systems program.	Purchase and work with AOC/County IT and vendor to install/establish access to the new system.
	<u>PROMOTING JUDICIAL BRANCH EXCELLENCE AND INNOVATION</u> <u>&amp; ENHANCING PROFESSIONALISM WITHIN ARIZONA'S COURTS</u>	
All Courts in Apache County	Utilize social networking strategies; utilize automated text messaging for	Evaluate use of FaceTime, Teams, & Skype for court appearances;

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	appearances and payments.	Use of text messaging to remind of court dates and payment dates.
	<b><u>PROTECTING CHILDREN, FAMILIES &amp; COMMUNITIES</u></b>	
Probation Services	Enable remote family visits to detention center.	Implement Video and Polycom at Pinal Detention Center.
	<b><u>IMPROVE SECURITY</u></b>	
Superior Court Clerk of Court Justice Courts	Obtain grant funding for additional site surveillance, panic buttons, and beacons, bullet-resistant glass	Install wiring and computer equipment
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Ct	Secure funding for security enhancements in limited jurisdiction courts.	Work with County IT to test and activate currently placed monitoring systems and expand the technology to all court locations.



## C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

### HARDWARE

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS ad-hoc reporting, and statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, refreshed all the State-owned external (ACAP and JOLTS) PCs (about 3500) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also includes a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment. This most recent refresh activity, placed the following models in service:

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-6500 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel I219LM Gigabit Network Connection, Intel I219LM Gigabit Network Card, Intel Core i5 vPro
- Laptop: L3D24AV HP EliteBook 850 G3 Notebook PC: Intel - i5-6300U (2.4 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 520, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, Integrated camera, Integrated HD
- Printer: K0Q17A#BGJ HP LaserJet - HP Laser Jet M608n

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

## SOFTWARE

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

## D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing in the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

## COURT IT ACCOMPLISHMENTS CY2018/2019

This section lists the accomplishments of the county's courts in information technology projects from January 2018 to January 2020.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local	Public Access	Increase public access	Provided more user-friendly public access at computer in Law Library
Local	Court Efficiency	Extend VPN to appropriate personnel	Purchased 1 laptop and established VPN access
Local	Public Access	Increase calendar access	Provided access to the calendar and calendar updates to the public and court partners on the court website
Local	Probation	Mobility	Implemented VOIP phones in all probation offices; equipped all officers with dept. cell phones
Local	Clerk of Court	Increase Efficiency	Implemented electronic workflow for e-filings within the Clerk of the Court's Office
Local/State	Clerk of Court	e-Filing	Implemented E-filing and back scan older case files
Local/State	LJ Courts	Court Efficiency	Implemented electronic transmission of Disposition sheets to DPS
Local	Clerks	Innovation	Secured funding for Jury+ upgrade
Local	Probation	Public Safety	Implemented <i>Catalyst-5</i> software protocol and procedures for sex offender probationers
Local	Probation	Administration	Online training for staff
Local	Probation	Improved Outcomes	Video counseling for clients
Local	Probation	Access to Justice	Enabled client computer access at all offices.

## COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Business Continuity Plan Rewrite</b>	Rewrite technology systems portion of continuity plan after new case management system is implemented.	Disaster Recovery	Early adopters	FY24	On Hold	Availability of staff to revise plan.
<b>LJ Judge/Bench Automation</b>	Judge-specific automation project that will help to improve workflow and reduce costs.	Judge/Bench Automation	Mid-cycle adopters	FY21	Planned	Buy-in from the Bench, sufficient training.
<b>AJACS Communication</b>	Reduce paper by promoting electronic communication between AJACS and other State programs (i.e. ACJIS, NCIC and Sheriff's Office databases).	AJACS GJ Enhancements	Mid-cycle adopters	FY23	Underway	Data integrity, IT time utilized for the project and maintenance.
<b>LJ Electronic Data Cleanup</b>	Continue LJ Court data clean-up in preparation for and beyond AJACS rollout.	LJ CMS - AZTEC Repl.	One of the last	FY20	Underway	
<b>Emergency Operations Plan</b>	Create /update Emergency Operations Plan separate from the C.O.O.P.	Disaster Recovery	Early adopters	FY23	Underway	

### Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Court Security</b>	Complete purchase and installation of electronic monitoring systems, beacons, panic buttons, and safety film for limited jurisdiction court facilities	FY21	Planned	Grant funding needed
<b>Utilization of Social Network</b>	Research and evaluate use of social networking tools such as Skype & Face Time for court appearances; and use of text messaging for communicating with defendants	FY23	Planned	
<b>Video Arraignments</b>	Utilize video-conferencing equipment to conduct arraignments. Obtain sufficient bandwidth to meet ACJA 5-208 and judges' requirements for proceedings.	FY24	On Hold	
<b>Workflow and Distribution</b>	Add to Workflow and Distribution of electronic documents	FY24	Underway	
<b>EDMS – Back Scanning</b>	Scan old case files. Integrate these images to existing EDMS system. Stop storing; destroy paper files according to records retention rules.	FY24	Underway	
<b>Electronic Records Retention Purge</b>	Develop and implement a process to identify and purge electronic records according to records retention	FY23	Planned	
<b>Digitize Exhibits for Transfer to Court of Appeals</b>	Develop and implement a process to scan exhibits into OnBase for electronic transmission to the Court of	FY23	Conceptual	



### Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	Appeals			
<b>Data Cleanup (GJ)</b>	Continue data clean-up to ensure quality of AJACS data and resulting statistical reports	FY23	Underway	Ongoing
<b>Improve Statistical Reporting</b>	Participate in Caseload Manager workgroup; Utilize AOC and other resources to train staff in SSRS report writing, both query and ad hoc; continue with data clean-up to ensure accuracy of reports	FY23	Underway	
<b>Increase Collections</b>	Implement internet payment options; Work with AOC to expand participation in FARE and TIPS for non-criminal case types	FY23	Conceptual	
<b>Jury systems Upgrade to WebGeneration</b>	Upgrade the Jury Systems program to WebGen	FY23	Conceptual	
<b>MS-Access to SQL Porting</b>	Port old records to supported database product and provide client access method, incl. CrimWeb / CrimJuv, FileTrack, etc.	FY22	EA Req'd	
<b>Upgrade Office on Local Server</b>	Get 'Regulus' to Office 2016.	FY20	EA Req'd	
<b>Network-Attached Remote Appearance</b>	Replace Internet / Vidyo for judges with secure network alternative; provide sufficient quality of audio/video for proceedings	FY22	EA Req'd	
<b>Bring Court to Remote Users</b>	Hold court remote appearance in a county vehicle sent to location of participant	>FY24	Conceptual	

### Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Video Visitation for Detained Juveniles	Enable remote family visits to detention center	FY23	Conceptual	
Video Conferencing	Hold remote court hearings to lower transportation costs	FY24	Conceptual	

## D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

### Statewide Initiative

#### Limited Jurisdiction Case Management System – AZTEC Conversion / AJACS Implementation

**Description:**

A limited jurisdiction court case management system was developed to replace AZTEC by taking the base GJ CMS (AJACS) application and expanding the functionality to specifically address limited jurisdiction needs then extending the use of system automation that is of specific benefit to Arizona's justice and municipal courts. Early in the requirements gathering and development cycle, non-AOC-supported large volume courts collaborated with the AOC through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that could potentially meet the needs of all LJ courts, large or small, rural or metropolitan. Additional non-ACAP courts could choose to adopt this solution as their current case management systems age and become un-supportable.

Program interfaces that permit integration with other automation systems, like electronic citations, central document management system (scanning documents directly to the PC then uploading them to the AJACS case event they pertain to), electronic records retention and destruction, online payment processing, MVD disposition reporting, and DPS criminal disposition reporting are being included. Business requirements and development are underway to support an LJ e-filing interface. Conversion of certain AZTEC case data and extensive training are being undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.

**Anticipated rollout timeline:**

Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through April of 2020, on a schedule determined by the AOC.

**1. Timeframe in which needed:**

(immediately, next 12 months,  
1-2 years, 3-4 years)

1-2 years

**2. General Importance or Impact to Your Court:** Implemented in early 2020.

## Statewide Initiative LJ Judge Automation (Limited Jurisdiction Courts Only)

### Description:

Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

### Anticipated rollout timeline:

Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

Matches AJACS adoption timeframe

**2. General Importance or Impact to Your Court/Probation Department:** As with the GJ court, there is an expectation that this project will help to improve productivity.

## Statewide Initiative

### Electronic Filing Case Types Expansion

#### Description:

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan documents, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

#### Anticipated rollout timeline:

Varies by level of court and case type. Pima County e-filing migrates to the eUniversa e-filing system by Spring 2019. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

#### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

Limited Jurisdiction: 1-2 years

Superior Court: Implemented

**2. General Importance or Impact to Your Court:** Due to high number of unrepresented litigants, any tools that aid court users in navigating the legal system are of great importance. In addition, there is an expectation that this project will help to reduce workload in courts that are already understaffed. Concern for remote users in county getting appropriate access.

## Statewide Initiative

### Expanding Automated Notification Capabilities

**Description:**

The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

**Anticipated rollout timeline:**

Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

**1. Timeframe in which needed:**

(immediately, next 12 months,  
1-2 years, 3-4 years)

**2. General Importance or Impact to Your Court:** Interested in expanding the automated notification beyond probation to other court depts.



## Statewide Initiative

### Electronic Document Certification

#### Description:

Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered “originals” for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk’s office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk’s staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court’s file server.

#### Anticipated rollout timeline:

Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

#### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

**2. General Importance or Impact to Your Court:** Clerk positive about certification: LJ courts concerned about privacy and remote access via eAccess.

## Statewide Initiative Electronic Warrant System

### Description:

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

**Anticipated rollout timeline:** Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

Immediately

**2. General Importance or Impact to Your Court:** Probation excited by concept, interested in piloting. Judges need training.

## Statewide Initiative

### Digitizing the Protective Order Process

#### Description:

A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone who is in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

#### Anticipated rollout timeline:

Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

#### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

Already implemented

#### 2. General Importance or Impact to Your Court:

## Statewide Initiative

### Data Analysis / Reporting

#### Description:

Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

**Anticipated rollout timeline:** A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

#### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

**2. General Importance or Impact to Your Court:** Would be nice to have, but concern exists about inappropriate comparisons between judges and courts – can't be one-size-fits-all.

## Statewide Initiative Online Dispute Resolution

### Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC is conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is launching an online platform to settle credit card debt cases under \$50K.

### Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

#### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

2. General Importance or Impact to Your Court: LJ courts made offer to do dispute resolution but demand was not high.

## Statewide Initiative

### LJ Public Safety Assessment Automation

#### Description:

This project involves developing an automated process for completing the Public Safety Assessment (PSA) report, a pretrial release assessment which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The long-term goal is to develop an automated system that would eliminate or significantly reduce the workload and amount of time it takes to complete a PSA, enabling the PSA to be used in additional limited jurisdiction courts which may not have pretrial services staff to conduct the assessment.

This project involves multiple phases. Phases One and Two included building the infrastructure within the Justice Web Interface (JWI) to include the PSA questions and PSA report with calculated risk scores. Pragmatica has been contracted to complete Phase Three of the project by providing a report to the Administrative Office of the Courts analyzing the scope of work needed to create a fully automated process for conducting the assessment and a process for automatically initiating the PSA at the time a person is booked or fingerprinted.

#### Anticipated rollout timeline:

Phase Three's report from Pragmatica is scheduled to be completed in late 2019. Further work will be planned from that point.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

GJ: Done

LJ: Immediately

**2. General Importance or Impact to Your Court:** Already provide pre-trial services to all LJs from superior court.



## Statewide Initiative

### JOLTSaz Dependency (CASAs) & Officer UI (Probation)

#### Description:

The Dependent Children Automated Tracking System (DCATS) is the system of record used by the counties to enter statistical information on cases and volunteers. It is extensively used by both Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) for day-to-day tasks and activities. County CASA staff enter volunteer information and also connect the volunteer to a child/case in the dependency system. DCATS also provides reports to the state and local CASA programs to assist with case assignment. CASA of Arizona and the local programs have to complete numerous reports for outside sources, such as National CASA and VOCA grants. DCATS provides the statewide data needed for these reporting purposes.

DCATS technology is outdated and must be replaced. In addition, all Dependency data needs to be housed in one location to eliminate a significant amount of duplicate data entry. A multi-phase development and conversion effort is required to accomplish these tasks. Phase 1 includes CASA and FCRB functionality needed to replace DCATS and potentially the data conversion from DCATS to JOLTSaz.

JOLTSaz is also undergoing interface changes accompanying the adoption of Justice Tools (once the agreement is signed) currently used by Pima Juvenile Probation to replace AZYAS for performing safety assessments for juveniles to further adopt evidence-based practices. Changes are required in JOLTSaz to fully integrate Justice Tools for use statewide.

#### Anticipated rollout timeline:

Detailed requirements gathering is underway. Once complete, the work effort can be estimated and a project plan established.

#### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

Immediately

**2. General Importance or Impact to Your Court:** Officers need mobility solutions for both JOLTSaz and APETS immediately now that all are smart phone enabled.

## Statewide Initiative Digital Evidence Repository

### Description:

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

**Anticipated rollout timeline:** A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

### 1. Timeframe in which needed:

(immediately, next 12 months,  
1-2 years, 3-4 years)

Immediately

**2. General Importance or Impact to Your Court:** Will use when rolled out.

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY20.

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City of County FTE Technical Support Staff
Superior Court & Clerk of Court	40,500	57,736	1	2
Adult Probation	3,120	14,298		
Chinle Justice Court	3,000	0	0	0
Puerco Justice Court	5,250	0	0	0
Round Valley Justice Court	750	1,000	0	0
St. Johns Justice Court	3,035	0	0	0
Eagar Municipal Court	2,250	250	0	0
St. Johns Municipal Court	1,500	0	0	0
Springerville Municipal Court	750	250	0	0

## APPENDIX A. CURRENT ENVIRONMENT

### 1. HARDWARE ENVIRONMENT BY COURT

This section lists the **judicial branch-owned hardware** deployed in the courts, including mainframes, servers, desktops, and other peripherals.

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Apache County Superior Court & Clerk	28	Windows 10	3	N/A	2
Adult Probation	13	Windows 10	2 (county)	N/A	0
Juvenile Probation	23	Windows 10	0	N/A	4
Chinle Justice	3	Windows 10	0	N/A	1
Puerco Justice	6	Windows 10	0	N/A	1
Round Valley Justice, Springerville	1	Windows 10	0	N/A	1
Eagar Magistrate	2	Windows 10	0	N/A	1
St. Johns Justice	2	Windows 10	0	N/A	1
St. Johns Magistrate	1	Windows 10	0	N/A	1

## 2. HARDWARE FOR SPECIAL FUNCTIONS

Hardware listed in this table **ARE NOT** included in the counts above or below.

This is **Apache County** owned hardware.

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk of the Court	0	3-Liberty Recording Systems	1-Portable Liberty Recording Systems	1	0
Superior Court	1	0	1 backup Liberty	0	4
Adult Probation	0	0	0	0	0
Juvenile Probation	0	0	0	0	0
Chinle Justice Court	0	1-Liberty Recording System	1	1	0
Puerco Justice	0	1-Liberty Recording System	1	1	0
Round Valley Justice	0	1-Liberty Recording System	1	1	0
St. Johns Justice	0	0	Shared Liberty Recording System	1	0
St. Johns Muni	0	0	0	0	0
Eager Muni	0	0	0	1	0

### 3. LOCAL SERVER HARDWARE AND FUNCTION

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Clerk of the Court	Virtual	Windows Server 2012 R2 Standard	MSSQL 2012	Apache County	Production EDMS database server
Clerk of the Court	Virtual	Windows Server 2012 R2 Standard	MSSQL 2012	Apache County	Production EDMS application Web server & images storage
Clerk of the Court	Virtual	Windows Server 2012 R2 Standard	MSSQL 2012	Apache County	CrimWeb and CrimJuv Archives (historical rcds)
Clerk of the Court	Virtual	Windows Server 2012 R2 Standard	MSSQL 2012	Apache County	OnBase Test Server
Clerk of the Court	Virtual	Windows Server 2012 R2 Standard		Apache County	AJACS Template Server
Clerk VM Host	Dell R720	Windows Server 2019		Apache County	VM hosting

### 4. NETWORK ENVIRONMENT

LOCAL AREA NETWORK & COUNTY HARDWARE						
Court	O/S	Number of PCs on Network	Number of Laptops on Network	Number of Printers on Network	Network Firewall Brand/Model	Other Security Provisions
Superior Court		1	1	1	Cisco ASA 5510	Barracuda Mail Filter, Vipre Antivirus, internal ACLs

Clerk of the Court		1	3	5 printers 1 copier (+10 local)		Barracuda Mail Filter, Vipre Antivirus, internal ACLs
Adult & Juvenile Probation		9	0	0	Cisco ASA 5510	Barracuda Mail Filter, Vipre Antivirus, internal ACLs

**\*\* Court network is AJIN \*\***

## 5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AJACS, AZTEC, TIP, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Adobe Acrobat DC Reader	Adobe	All Apache County Courts  Clerk of the Court	Local PC	FY18	AOC for ACAP PCs
ADRS: Electronic data reporting of dispositions to MVD	AOC	Clerk of the Court	AJACS/ADRS		
AJACS application software for the Arizona Court Automation Project (ACAP)	AOC	Clerk of the Court  Superior Court  Adult Probation	Local PC/AOC Server		
APETS (Adult Probation Enterprise Tracking System)	AOC	Adult Probation	Local PC/AOC Server		
ATLAS	Arizona Department of Economic Security	Clerk of the Court	Local PC/DES Server		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Altaro UDP Backup	Vendor/Local staff	Superior Court Clerk of the Court	County Server		
Capture Perfect	Canon	Clerk of the Court- Scan Stations	Local PC		
CASPER (Statistical Reports)	AOC		Local PC/AOC Server		
Tracorp LMS	Tracorp	All Apache County Courts	Local PC Client / AOC Server		
CRYSTAL Reports 10.0/CRYSTAL Enterprise	Crystal/AOC	Select users in: Justice courts and Probation	AOC Server		
CourTools	AOC				
Data Warehouse	AOC	All Apache County Courts  Clerk of the Court	AOC Server		
DCATS - CASA	AOC	Superior Court	Local PC/AOC Server		
OnBase V17	DataBank/  Hyland Software/AOC/  Local staff	Clerk of the Court  Superior Court  County Attorney	Vendor Pkg		
FARE (Fines, Fees & Restitution Enforcement)	AOC & Vendor ACS	All Justice and Magistrate Courts  Clerk of the Court	Server		
Filetrack	Local staff	Clerk of the Court	Local PC		Move from MS- Access to SQL
INTEGRATION: Electronic data reporting of citations/dispositions to MVD	AOC	All AJACS Courts	Local PC  AOC Server		



LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Jury Plus Next Generation	JSI/Jury+	Clerk of the Court	Local PC/AOC Server		
LIBERTY Court Digital Recorder & Player	JCG Technologies	All Apache County Courts Clerk of the Court	Local PC/ Vendor Pkg		
Sophos A/V	Sophos / AOC	All ACAP Courts	Package	2016	
Virus Scan	Vipre	All Apache County Courts	Local PC/ Vendor Pkg		
Microsoft Office 365 / 2016	Microsoft / AOC	All ACAP Courts & Probation	Package	2017	
Microsoft Office 2010	Microsoft/Local Staff/AOC	All Apache County Courts & Probation Departments	Local PC		County licensed for 2016
Microsoft Access 2010	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court Justice Courts Probation Depts.	Local PC		County licensed for 2016
Microsoft Excel 2010	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court Justice Courts Probation Depts.	Local PC		County licensed for 2016
Microsoft Outlook 2010	Microsoft/Local Staff	All Apache County Courts & Probation Departments	Local PC		County licensed for 2016
Microsoft PowerPoint 2010	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court Justice Courts Probation Depts.	Local PC		County licensed for 2016

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Microsoft Publisher 2010	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court	Local PC		County licensed for 2016
Microsoft OneNote 2010	Microsoft	Clerk of the Court	Local PC		County licensed for 2016
Work Instructions / Documentation	DocuWiki	Clerk of the Court	Open Source/ Local		
Microsoft SSRS 2012	Microsoft/AOC	Select users in: Superior Court Clerk of the Court	Local PC		
New World Logos	County IT Staff	Superior Court Clerk of the Court Justice Courts Probation	Vendor Pkg		
OnBase Ver. 17	DataBank/ AOC/ Local Staff	Superior Court Clerk of the Court	Vendor Pkg		
Paper Stream Capture		Clerk of the Court	Standalone		
Public Access	AOC	All Apache County Courts	AOC Web Server		
QUICKEN Home- Business 2017	Intuit/Local Staff	Clerk of the Court	Local PC/ Vendor Pkg		
SQL 2012	Microsoft/Local Staff	Clerk of the Court	Local PC		
TIP (Tax Intercept Program)	AOC	All Apache County Courts except Puerco Justice	Local PC/AOC Server		
Vital Check	Lexis-Nexis/ Local Staff	All Justice and Magistrate Courts	Local PC/Website/ Vendor Pkg		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Court WEBSITE(s)	Local Staff/County IT	All Apache County Courts, Clerk of Court Probation Depts	Apache County Web Server		
Windows 2012 Server	Microsoft/Local Staff	Clerk of the Court	Local Server		
Windows 10	Microsoft/AOC /Local Staff	All ACAP Courts	Local PC		
Vidyo Desktop (County Network)	Vidyo (web conferencing platform for video calls)	All Apache County Courts	Local PC		Skype for Business
ONSSI/NetGuard	ONSSI/County	All Apache County Courts	DVR Server for Camera inputs		
Project Management / Tracking					
Timekeeping	NWS/ Tyler Technologies	NWS eSuite webapp	Local Appserver	2012	
Human Resources	NWS/ Tyler Technologies	NWS Logos webapp	Local Appserver	2012	
Public Access					
Interactive Voice Response System					

## 6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Enter the project name and scheduled completion date in the rightmost column.** Items in the “containment” category can have no more widespread use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
<b>APPLICATIONS &amp; TOOLS</b>				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Internet Explorer 11; Edge	
User Interface Delivery Method for Business Applications	Character based	Silverlight		
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	Hyland OnBase 17	
Document Imaging/OCR	Kofax Card (SCSI)	Kofax Ascent Capture	Hyland OnBase 17	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	SSRS 2012	
Report Writer for Business Application Reports	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	SSRS 2012	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis, .NET Framework ≤V3.X, Windows Workflow Foundation	VB, .ASP, .NET	.ASP for CrimWeb & CrimJuv legacy apps only
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	MS Access (VB) Visual Studio 2010	Convert to SQL by end of FY21
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer	N/A	
<b>OFFICE PRODUCTIVITY TOOLS</b>				

<b>Architecture Layers</b>	<b>Retirement (targeted for de-investment)</b>	<b>Containment (limited to maintenance &amp; current commitments)</b>	<b>Current Court Technology or Product (fill in)</b>	<b>Remediation Plan/ Timeline</b>
<b>Word Processing</b>	Word ≤2010	Word 2013	MS Word 2016 (ACAP), 2010 (county)	Moving to 2016
<b>Spreadsheet</b>	Excel <2010	Excel 2013	MS Excel 2016 (ACAP), 2010 (county)	Moving to 2016
<b>Presentation</b>	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2016 (ACAP), 2010 (county)	Moving to 2016
<b>Local Standalone Database</b>	MS-Access ≤2010	MS-Access 2013	MS-Access 2016 (ACAP), 2010 (county)	Convert to SQL by end of FY21
<b>E-mail Client Product</b>	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported)	Outlook 2016 (ACAP), 2010 (county)	Moving to 2016
<b>Instant Messaging</b>		MS-Live Communication Server, Lync, Skype for Business 2013	Skype for Business	
<b>Collaboration</b>		Live Communication Server, SharePoint Server ≤2013, Google Apps		
<b>Distance Learning</b>		Centra	Tracorp	
<b>DATA ARCHITECTURE</b>				
<b>DBMS</b>	SQL Server <2012	SQL Server 2012	SQL Server 2012 MS Access – multiple apps	Convert Access programs to SQL by end of FY21
<b>Data Warehouse DBMS</b>		Informix XPS, SQL Server 2012	MS SQL 2012	
<b>Data Exchange Model</b>		Fixed format, XML homegrown	N/A	
<b>e-Mail Encryption</b>		S/MIME		
<b>NETWORKS AND PLATFORMS</b>				
<b>Client Operating System</b>	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	
<b>Server &amp; Network</b>	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows Server 2012	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Operating Systems			R2	
Mobile Operating Systems	BlackBerry O/S			
SHARED SERVICES				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	N/A	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Cisco AnyConnect latest Version	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
MESSAGE TRANSPORT MIDDLEWARE				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	N/A	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0		
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0		